



Academy XP

Complaints Policy

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Contents

1. Policy Statement	3
2. Scope.....	3
3. Principles.....	3
4. Informal Resolution (Stage 1)	4
5. Formal Complaint (Stage 2).....	4
6. Review Stage (Stage 3).....	4
7. Complaints from CYP	5
8. Safeguarding Concerns	5
9. Record Keeping	5
10. Confidentiality	6
11. Malicious or Vexatious Complaints.....	6
12. External Escalation	6
13. Monitoring and Review	6
Commitment	6

1. Policy Statement

Academy XP is committed to providing high-quality education and support. We welcome feedback and take complaints seriously as an opportunity to improve our provision.

We aim to resolve concerns quickly, fairly, and transparently, ensuring that all parties are treated with respect throughout the process.

This policy outlines how complaints can be raised and how they will be managed.

2. Scope

This policy applies to:

- Parents and carers
- Children and Young People (CYP)
- Commissioning schools and local authorities
- Partner organisations
- Members of the public

It applies to complaints relating to:

- The quality of provision
- Staff conduct
- Communication
- Safeguarding practice (unless the matter requires immediate safeguarding procedures – see Section 8)
- Equality and discrimination concerns
- Operational or administrative matters

This policy does not replace statutory safeguarding procedures.

3. Principles

Complaints will be handled:

- Promptly
- Fairly
- Confidentially
- Without victimisation
- In line with safeguarding and data protection requirements

No individual will be disadvantaged for raising a genuine concern.

4. Informal Resolution (Stage 1)

We encourage concerns to be raised informally in the first instance.

Many issues can be resolved quickly through:

- Direct communication with the relevant staff member
- Discussion with the Proprietor
- Clarification of expectations or procedures

Concerns should normally be acknowledged within 3 working days and resolved within 10 working days, where possible.

5. Formal Complaint (Stage 2)

If the matter is not resolved informally, a formal complaint can be submitted in writing to the Proprietor.

The complaint should include:

- Name and contact details
- Details of the complaint
- Relevant dates and information
- Desired outcome

The Proprietor will:

- Acknowledge receipt within 5 working days
- Conduct an impartial investigation
- Speak to relevant individuals
- Review documentation
- Provide a written response within 15 working days (or notify if more time is required)

The response will outline:

- Findings
- Any actions taken
- The rationale for decisions

6. Review Stage (Stage 3)

If the complainant remains dissatisfied, they may request a review.

The review will:

- Be conducted by an appropriate senior representative not previously involved (where available)
- Reconsider the evidence and process
- Provide a written outcome within 15 working days

The decision at this stage is final within Academy XP's internal procedures.

7. Complaints from CYP

Children and Young People are encouraged to raise concerns in a way that feels safe and accessible.

CYP may:

- Speak directly to a trusted adult
- Request a meeting
- Ask a parent/carer to raise the concern on their behalf

Complaints from CYP will be handled sensitively and in an age-appropriate manner.

8. Safeguarding Concerns

If a complaint relates to safeguarding or the welfare of a child:

- It will be immediately referred to the Designated Safeguarding Lead (DSL).
- Safeguarding procedures will take precedence over the complaints process.
- External agencies may be contacted where required.

If the complaint concerns the DSL, it should be directed to the Proprietor.

If the complaint concerns the Proprietor and relates to safeguarding, appropriate external advice will be sought.

9. Record Keeping

All formal complaints will be:

- Recorded securely
- Investigated thoroughly
- Retained in line with data protection requirements

Records will include the complaint, investigation findings, and outcome.

10. Confidentiality

Information relating to complaints will be handled sensitively and shared only with those who need to know.

Absolute confidentiality cannot be guaranteed where safeguarding or legal obligations apply.

11. Malicious or Vexatious Complaints

If a complaint is found to be knowingly false or malicious, Academy XP reserves the right to take appropriate action.

However, raising a concern in good faith will never result in disadvantage.

12. External Escalation

If the complainant remains dissatisfied after completing this process, they may refer the matter to:

- The commissioning school
- The relevant Local Authority
- Appropriate regulatory or oversight bodies (where applicable)

13. Monitoring and Review

Academy XP will:

- Review complaints annually to identify patterns or improvements.
- Use feedback to strengthen provision.
- Review this policy annually or sooner if required.

Commitment

Academy XP is committed to maintaining an open, respectful, and accountable culture where concerns are addressed constructively and fairly.

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